

REGISTERING AS A PATIENT

Welcome to the Compass House Medical Centre Practice.

This practice accepts patients who have moved into, or are living in, our catchment area. A map of our practice area and boundaries is available at reception.

Registration forms and proof of identity and address

To register as a patient you will need to complete a registration pack and also provide identification (passport, driving licence, visa etc) and evidence that you permanently live at an address in our practice area for a settled purpose (utility bill, council letter, bank statement etc). Individuals wishing to register with the practice temporarily, whilst away from their permanent UK address will also need to provide full details of their usual doctor and surgery. We may need to contact your usual doctor as part of any treatment we provide you with and will need to forward them details afterwards, to ensure your medical records remain up-to-date.

Please provide us with a daytime contact number in addition to your home telephone number as there may be times we need to make contact with you promptly during opening hours. It is a requirement that any changes in personal details such as name, address, contact telephone numbers etc are communicated to the practice promptly. All newly registered patients are welcome to make an appointment to see the practice nurse for a new patient health check.

If you move to an area outside the practice boundary you will need to register with a practice more local to your new address. Travelling distance and time for medical staff to provide home care visits for patients too ill to attend surgery must be kept to a minimum, to ensure as prompt a response as possible in meeting these needs.

Entitlement to NHS Treatment

Please note that this practice, and all Torbay and Southern Devon practices, strictly adheres to the following guidance:

Entitlement to free NHS treatment is on the basis of **residency** regardless of any previous national insurance or tax contributions and irrespective of whether you are a UK passport holder. Holding an NHS number does not indicate that NHS treatment is free of charge. **Proof of identity and address are required** (as described above).

UK residents:

If you have established a main residence within our practice area, you are entitled to request to be permanently registered with the practice.

UK citizens living abroad:

If you live abroad for most of the year you are not entitled to continue to be registered with this practice. Anyone leaving the UK with the intention of living abroad for a period of 90 days or longer must notify the practice of this in advance. If you fall ill when returning on a visit you are entitled to emergency care, if this is deemed necessary by the Practice. Please also see below if you are resident in an EEA country.

Insured EEA residents:

If you do not have a main residence within our practice area you are entitled to 'any necessary care' for chronic conditions including routine monitoring of existing conditions. This includes the following types of healthcare services for ongoing conditions – blood tests, blood pressure checks, routine maternity care, cholesterol checks, insulin, oxygen, renal dialysis and warfarin tests. Visitors will need to produce their European Health Insurance Card. For the purposes of this guidance, visitors from elsewhere in the United Kingdom can be included within this category.

Overseas Visitors (not EEA Residents):

If you do not have a main residence within our practice area you do not qualify for free NHS treatment and cannot register with the practice as an NHS patient. The only exception to this is if you need emergency or immediately necessary treatment, which is provided free of charge. The GP will decide if your condition falls into this category. You may always, however, be treated as a private patient.

EEA Member States (which also include EFTA countries) are:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Slovakia, Slovenia, Spain, and Sweden. Switzerland also qualifies under the Insured EEA Residents category.

Registered Asylum Seekers:

Are entitled to free NHS services, subject to production of evidence, for the entire term of the application process, including any appeals. Any person who has achieved refugee status is also entitled.