

WHAT SHOULD I DO?

If you have been unable to register with a GP you should complete and return the attached form to the address detailed, or complete a form on line at **www.nhslanarkshire.org.uk/Services/GP-Services** and only after 14 days have elapsed from the date you were refused registration.

NHS Lanarkshire will then investigate why you couldn't register and help you find a GP practice. You will receive a written/ telephone response from us within 5 days of us receiving your form.

If you are able to wait to resolve this problem, it may be possible for you to register with the practice you initially approached.

If you cannot wait to resolve this problem, for example if you need to see a doctor quickly, Practitioner Services Division can allocate you to a GP practice. However, this may not be the one you initially approached.

Please provide as much information as you can, this will help us to deal with matters more quickly.

Please return completed form to:

Primary Care Services
NHS Lanarkshire
Kirklands, Fallside Road
Bothwell, Lanarkshire G71 8BB

Or via email to:
primarycareservices@lanarkshire.scot.nhs.uk

If you need this information in another language or format, please contact the NHS Lanarkshire General Enquiry Line on 08453 130 130 or e-mail info2@lanarkshire.scot.nhs.uk

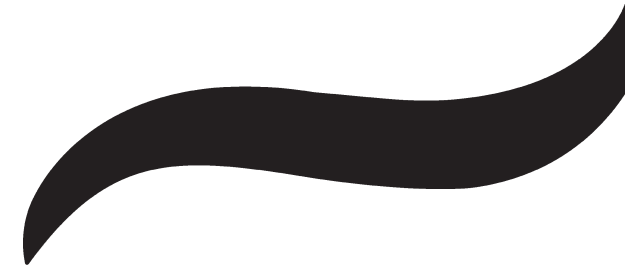
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How can I register with a GP?

Information for patients who have been refused registration



If you are unable to register with a GP practice, NHS Lanarkshire and Practitioner Services Division of National Services Scotland work together to help patients find a GP.

YOUR RIGHTS

If a practice refuses to register you (or, in the case of a child or incapable adult, the person making the application on their behalf), by law, the practice must notify you in writing of the refusal and the reason for it and this must be done within 14 days of the decision to refuse.

Under the law, practices can only refuse an application made if it has reasonable grounds for doing so which do not relate to your race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. Reasonable grounds could be that you live outside the area covered by the surgery.

If you have not received a written explanation within 14 days of being refused registration you are entitled to ask the practice why they have not complied with their contractual obligations regarding this matter.

If you do not receive a written explanation as to why you (or, in the case of a child or incapable adult, the person making the application on their behalf) have been refused registration, NHS Lanarkshire would like to hear from you.

I consent to NHS Lanarkshire using the information provided below to help me register with a GP (please tick) Yes No

Name of practice where refused registration		
Address of practice where refused registration		
Reason given in writing?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Were you notified in writing, within 14 days of decision?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Name				
Address				
Date of birth				
Contact number				
Signature				

I wish to be allocated to a practice as quickly as possible and understand this may not be the practice initially approached (please tick) Yes