

Welcome Letter for New Patients Updated Jan 2021

Dear Title Initial Last Name

Thank you for registering with Waterloo Health. We have completed your initial registration.

Your NHS number is NHS Number *(if not visible, then will be allocated by NHS England)*

Your allocated practitioner is Usual GP Full Name, however you can see any member of the team when you come to see us initially

New Patients

We invite all new patients for a New Patient Health Check, in particular those over 40 for a NHS Health Check to screen for heart & kidney disease and diabetes. The tests routinely include HIV screening offered to all patients.

NHS APP

We encourage all patients to download the NHS APP onto their smartphones/tablets. The APP is a simple and secure way for patients to access a range of NHS services. The NHS APP enables patients to do the following:

- Book a contact slot with a GP or Nursing appointment
- View their medications & **request repeat prescriptions and track when they are ready.**
- View a summary list of their health problems including allergies & Immunisations.
- View their recent blood tests (and GP comments)
- View coded health information in their records e.g. Blood Pressure
- View consultation records from 1 April 2019
- Register to become an organ donor
- Check your symptoms & more

For further details go to www.nhs.uk/nhsapp.

However, we know that smartphones/apps are not for everyone. For patients unable to access the NHS APP, the practice can help you access on-line services by providing you with an access code on provision of photographic Identification such as driving license/passport. In these circumstances, you must complete our **on-line registration form** available on our website www.waterloohealth.co.uk and present to our reception team with your photo ID. You will then be provided with your access code. Once registered for access to online services, you can choose between a number of providers and go on-line and have similar access to the services listed under the NHS APP. Contact reception for further details.

Contacting a GP

We do things differently at Waterloo Health. It's what makes our service so flexible and accessible to our patients. We operate a *telephone access system*. When you want to make contact with a GP you simply ring on the day from 8am, or book a slot online. The doctor will ring you back, usually within 1 hour to discuss your problem.

If we can help you without disrupting your day, we will. If it is something that needs a face to face assessment, we'll arrange a time with you, usually on the same day.

For **online clinical queries** please use our **eCONSULT** tool available on our website www.waterloohealth.co.uk to connect with doctors for non- emergency queries. We will respond before the end of the next working day.

When we are closed simply call 111 if the problem cannot wait until we reopen

Requesting Medication

This can be done online, via the NHS APP. For safety reasons we do not accept requests via email. Please register for online services via the NHS APP; this will enable you to see when prescriptions are issued and ready at your local pharmacy for collection.

Staying Well

There are a number of resources to help you stay well available on our website at:

www.waterloohealth.co.uk

You can also get health advice from your local pharmacist and a number of resources at www.nhs.uk

Coronavirus Advice

NHS staff across the capital are working hard to vaccinate people against Covid-19. The NHS will let you know when it is your turn to have the vaccine. It is important not to contact the NHS or your GP practice for a vaccination before then <https://bit.ly/2ID4qgA> #CovidVaccine

Thank you once again for registering.

Waterloo Health Centre

NHS APP INFORMATION SHEET ATTACHED