

What to do if you haven't registered with a GP and you need to see a clinician

The following options are available.

NHS 111

If you have an urgent medical problem and you are not sure what to do, NHS 111 can help. You can get help via:

 www.111.nhs.uk  Call 111

Urgent Treatment Centre (UTC)

The UTC treats all minor illnesses and injuries requiring immediate care, where patients do not need care in an A&E department.

Walk-in Centres

WiCs treat all minor illnesses and injuries requiring immediate care, where patients do not need care in an A&E department. These centres are normally nurse led.

To find your nearest UTC or WiC, go to:

 www.nhs.uk/Service-Search

Need further help finding a GP practice?

If you require additional help to find a GP Practice please contact the Surrey Heartlands CCGs Primary Care Team.

NHS Guildford & Waverley CCG

 www.guildfordandwaverleyccg.nhs.uk

 gwccg.info@nhs.net

 01483 405 450  07917 087 560

NHS North West Surrey CCG

 www.nwsurreyccg.nhs.uk

 contactus.nwsurreyccg@nhs.net

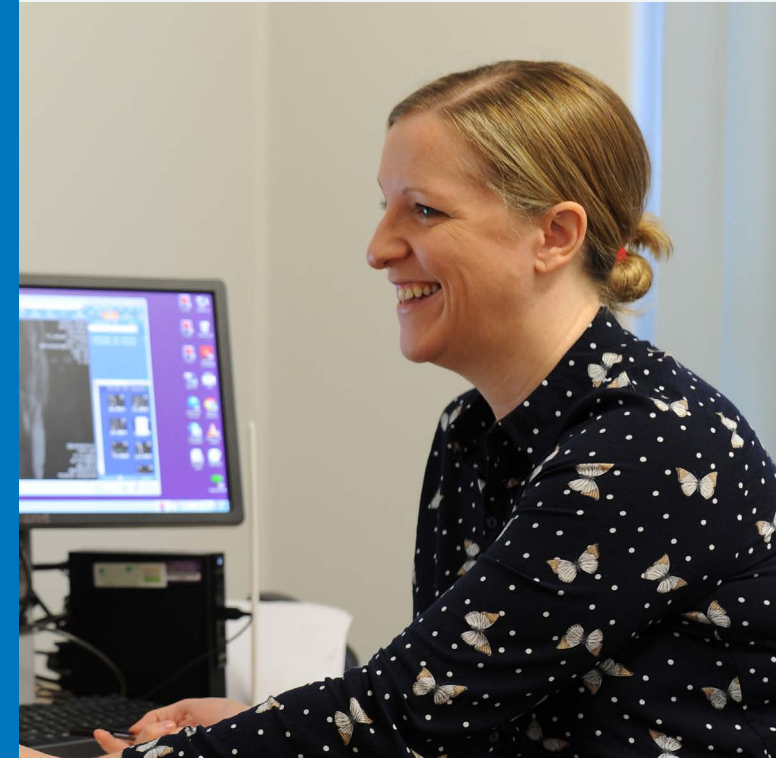
 01372 232 400  07880 091 328

NHS Surrey Downs CCG

 www.surreydownsccg.nhs.uk

 contactus.surreydownsccg@nhs.net

 01372 201 500  07747 476 511



How to Register with a GP

In Surrey Heartlands

Working together as the Surrey Heartlands Clinical Commissioning Groups | NHS Guildford and Waverley CCG
NHS North West Surrey CCG
NHS Surrey Downs CCG

Choosing the right GP Practice



You have the legal right to choose a GP practice that best suits your needs and covers the area you live in.

Before you make a decision, you can compare practices you want to register with according to facilities, services, access and performance.

The GP practice must accept you, if they have an open list.

Finding a GP Practice

Find your nearest and most suitable practice at:



www.nhs.uk/Service-Search

Type GP in the Find box and your postcode in Location, then press Search.

Practices will be displayed in order of distance from your address along with contact details, any user ratings and the registered number of patients.

Registering with a GP Practice



Once you have made a decision on what practice you would like to be registered with you should contact them to ensure they are taking new registrations and you live in their catchment area.

A GP practice may refuse to register you because:

- They have no capacity to take on new patients and has therefore closed or capped their list.
- They will not accept patients that do not live within their practice boundary.

Refusals to register must be based on reasonable grounds.

These must not relate to race, gender, social class, age, religion, sexual orientation, appearance, disability or a medical condition.

Please register with a GP at your earliest opportunity.

What does a 'closed or capped list' mean?



From time to time GP practices may decide to cap their lists.

This means the temporary suspension of new registrations. Existing patients are not affected and new-born babies and immediate family members living at the same address are exempt.

The decision will have been made to ensure that the practice can continue to safely provide NHS services to its currently registered patients.

What to do if the practice you want to register with has a 'capped or closed list'



Find an alternative practice by following the steps described in this leaflet.

If you have any problems at all in trying to access a GP you may want to contact your relevant NHS Clinical Commissioning Group (CCG).

Details are on the back of this leaflet.