

Registering with a GP

LEARNING OUTCOMES

- To know how to register with a GP
- To understand and complete a registration form



RESOURCES

- Copies of Resource 1
- Question and answer cards prepared from Resource 1 (Activity 1 Support)
- Additional questions on cards to be devised by teacher (Activity 1 ESOL)
- Copies of Resource 2 and/or actual NHS registration forms
- Enlarged version of Resource 2 with cards prepared by teacher (Activity 2 Support)

- Copies of Resource 3
- Enlarged version of Resource 3 with cards prepared by teacher (Activity 3 Support)
- Audio equipment 🎧 35

RELATED TOPICS

- Finding a GP (Theme 10, Topic 1)
- Information about a GP practice (Theme 10, Topic 2)

HEALTH SKILLS

All UK residents have the right to register with a general practitioner (GP). The GP is often the first port of call before accessing a wide range of NHS services. This topic helps learners understand the process of registration and the registration form. It introduces and confirms some of the specialist vocabulary required for registration. Some visitors from abroad will have to pay for treatment. As of 2018 non-EEA (European Economic Area) visitors who come to the UK for more than 6 months have to pay an immigration health surcharge. This will not affect immigration status. You may want to help learners check what entitlement or charges might affect them.

FUNCTIONAL SKILLS

In order to register with a GP, learners need to be able to:

- listen and respond to questions
- read and understand specialist vocabulary on a registration form
- complete a registration form and give details of medical history.

Functional Skills/Core Curriculum

Activities in this topic will contribute to learning in the following curriculum areas:

- respond to requests for information
English E3.4 (ELr/E3.5b)
- give personal information **English E3.2 (ESc/E3.4b)**
- recognise and understand relevant specialist key words **English E3.8 (ERw/E3.1a)**
- complete forms with some complex features **English E2.18 (EWt/E3.5a).**

- Discuss the purpose of registration with a GP. Ensure learners understand that a large range of health services (though not the dentist or optician) can be accessed through the GP, who is the first port of call.
- Discuss situations in which learners might need to register with a new GP, for example because they move house/area or because they decide to change to a new doctor for other reasons.
- From learners' experience of registration, both positive and negative, build up a checklist of what has to be done to register, including any information and documents needed (e.g. proof of identity showing name and date of birth, such as: passport, driving licence, application registration card (ARC), IS96 or a Home Office, letter, and proof of address, such as a recent electricity, water or landline phone bill or council tax bill).
- Ensure learners know that all refugees and asylum seekers have the right to free health care and the right to register with a GP.

Make sure learners are aware that charges for health services in England may apply for migrant patients. The measure of residence that the UK uses to determine entitlement to free NHS healthcare is known as 'ordinary residence'. Individuals who are not ordinarily resident in the UK may be required to pay for their care when they are in England. For full details about who has to pay and what the exemptions are please visit www.gov.uk/guidance/nhs-entitlements-migrant-health-guide

Why is it important to register with a GP?

What documents would you take with you to register?

ACTIVITY 1 35

Understand and reply to a receptionist's questions

- Ask learners to identify the situation shown in the picture on Resource 1, then to read and discuss the receptionist's questions.
- Make sure learners understand expressions such as 'permanent resident'. It may be useful to explain that being a 'permanent resident' has no link to how long a person has been resident in the UK. There is no '6-month' rule for registration with a GP.
- Explain to learners that the audio clip mentions a medical card. Medical cards are no longer issued in England. In recent years this has been replaced with an NHS Number.
- Ask learners to match the receptionist's questions to the patient's answers.
- Play the conversation between the receptionist and the patient for learners to check their question-answer pairs and amend if necessary.
- Ask learners what other questions they would expect the receptionist to ask when they register.

Support

Reproduce the questions and answers from Resource 1 on cards. In pairs, ask learners to read them aloud and match each question to its answer.

ESOL

- Focus on different verb forms in the conversation: 'I had a medical card', 'I registered with a doctor' (past); 'I've been here for six months' (present perfect used with time scales – contrast with 'I've been here since ...'; 'I want to change ...' (present).
- Ask questions or give out questions on cards for learners to reply to using tenses correctly. For example: (Q) 'When did you move to this area?' (A) 'I moved here in May'; (Q) 'How long have you lived here?' (A) 'I've lived here since last May'.

What kind of information do you expect to write on a registration form?

ACTIVITY 2

Understand and complete a registration form

- Provide examples of forms patients may have to complete when they register with a doctor or other health professional. Discuss the features they have in common, such as the information requested, or instructions typical of forms (e.g. 'in BLOCK CAPITALS' or 'tick').
- Using the form from Resource 2, ask learners to pick out 1) answers they are asked to tick; 2) boxes they must complete; 3) boxes they might leave blank, depending on circumstances.
- Talk about the difficulties learners may have when they register, such as not having the details of their previous doctor, or being new to the UK.
- Help learners to build up expressions that explain their difficulties (e.g. 'I've never registered with a doctor in this country'), and talk about the likely responses from the practice (e.g. 'In that case, can you provide some details about your medical history?').
- Ask them to complete the form (either the extract on Resource 1 or a real form), using their own NHS number if they know it.

Support

- Enlarge the form and mount it on a board.
- Prepare answers (made up names, addresses, etc. and ticks) on cards to fit the appropriate spaces on the form.
- In small groups or individually, ask learners to read and complete the form by placing the cards on the board.
- Using the completed form as a model, ask learners to complete a registration form with their own details.

ESOL

Make sure learners are familiar with conventions of form-filling, such as the abbreviation of 'number' to 'no'. Make sure they can write their date of birth as a six-digit number, for example 21.03.84 for 21st March 1984 (note how this differs from the American convention 03.21.84).

Why do you need to supply this information?

What can you do if you have difficulty completing the form?

ACTIVITY 3

Understand and complete a medical history form

- Talk about the kind of information learners would expect to provide about their medical history when they register with a new GP.
- Hand out the sample medical history form on Resource 3.
- In pairs, ask learners to circle any words on the form that are new to them and to establish their meaning through discussion and by referring to the glossary.
- Ask them to read the form and discuss the kind of information that should go in each box. Take and display suggestions about allergies that may be important (e.g. penicillin).
- If appropriate, ask learners to complete the form with their own details for their own records and to prepare for registration.
- Review the results with the group, completing a form together on-screen or as an enlarged version, for which they volunteer real or fictitious details as appropriate.
- Discuss the meanings of words and review spellings of medical terms.

Why is it important for your doctor to know details of your medical history?

TIP

- While learners are writing, circulate and offer help and advice.
- Be sensitive to learners' privacy and don't insist on seeing their completed forms if they wish to keep their details private.

Support

- Enlarge the form on Resource 3.
- Give out cards bearing key information for a fictional character (e.g. the person's surname and forename, an allergy such as dairy products or the name of an illness from the list with a tick next to it).
- As a group, ask learners to complete the form, each person taking turns to place a card in the appropriate box.

ESOL

Encourage learners to check the names of illnesses in their own language using a dictionary or with the help of a fellow language speaker in the group.

Action

- Allow learners to reflect on what they have learnt about registering with a GP. Suggest they record two important things to remember, in English or their preferred language.
- Encourage learners to register with a GP if they have not already done so, or with another health professional such as a dentist or optician if this is appropriate. Alternatively they may be able to help a friend or relative to register.
- Encourage them to plan all the information they will need and make a note of it. This will include details of their personal medical history, as well as NHS number, GP's address, etc.
- Ask learners to report back to the group on what happened, what questions they had to answer and what forms they had to fill in.

TIP

Learners may want the choice of medical centre to remain private for personal reasons. If so, ask for feedback only on methods and generic questions asked.

Registering with a GP

RESOURCE 1

Questions

35

Are you a permanent resident in the UK?

Do you have proof of your address with you?

Is it just you or do you have a family?



Do you have your medical card with you?

Could you complete this form for me, please?

Is this the first time you've registered with a doctor?

I'd like to register with the doctor, please.



Of course. Is it just you or do you have a family?

Answers

It's just me. I'm single.

Yes. I've got my gas bill here.

No. I registered with a doctor when I first came to the UK.



No. I had a medical card, but I've lost it.

Yes. I've been here for six months now.

Yes. Shall I fill it in now?

Registering with a GP

RESOURCE 2



Family doctor services registration

GMS1

Patient's details

Please complete in BLOCK CAPITALS and tick as appropriate

<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Miss	<input type="checkbox"/> Ms	Surname
Date of birth				First names
NHS No.				Previous surname/s
<input type="checkbox"/> Male	<input type="checkbox"/> Female	Town and country of birth		
Home address				
Postcode				
Telephone number				

Please help us trace your previous medical records by providing the following information

Your previous address in UK	Name of previous doctor while at that address
	Address of previous doctor

If you are from abroad

Your first UK address where registered with a GP	
If previously resident in UK, date of leaving	Date you first came to live in UK

Patient's medical history

Name

Forename

Date of birth

Religion

Ethnic origin

NHS no.

Have you ever had any of the following? Please tick.

asthma bronchitis cancer depression diabetes epilepsy or fits
 heart attack or heart disease high blood pressure stroke

Have you ever been in hospital? Please give details.

Hospital and address	Date	Reason

Please tick any immunisations you have had and give the dates.

tetanus _____ diphtheria _____ whooping cough _____
 polio _____ MMR _____ cholera _____
 typhoid _____ TB _____ meningitis _____

Please list any medicines or drugs you take regularly.

Please list any allergies you have.

ACTIVITY 1 / Resource 1

Q: Are you a permanent resident in the UK?

A: Yes. I've been here for six months now.

Q: Do you have your medical card with you?

A: No. I had a medical card, but I've lost it.

Q: Do you have proof of your address with you?

A: Yes. I've got my gas bill here.

Q: Could you complete this form for me, please?

A: Yes. Shall I fill it in now?

Q: Is it just you or do you have a family?

A: It's just me. I'm single.

Q: Is this the first time you've registered with a doctor?

A: No. I registered with a doctor when I first came to the UK.

ACTIVITY 2 / Resource 2

1 You need to tick:

- your title (Mr, Ms, etc.)
- male/female

2 You must complete:

- surname, first names, date of birth, town and country of birth, home address, postcode

3 Boxes you might leave blank include:

- NHS number (you may not yet have one if new to the country)
- previous surname
- telephone number (you may not have a telephone)
- previous address in the UK (you may not have one)
- details of previous doctor (you may not have one or may have lost the details)
- 'If you are from abroad' section
- first address where registered with a GP (you may never have registered).

ACTIVITY 1



Please Note: Audio clip 35 mentions a medical card. Medical cards are no longer issued in England. In recent years this has been replaced with an NHS Number.

Patient: I'd like to register with the doctor, please.

Receptionist: Of course. Is it just you or do you have a family?

Patient: It's just me. I'm single. I don't have a family.

Receptionist: Do you have your medical card with you?

Patient: No. I had a medical card, but I've lost it.

Receptionist: It doesn't matter. Do you have proof of your address with you?

Patient: Yes. I've got my gas bill here. Oh, and I brought my passport just in case.

Receptionist: Thank you ... Are you a permanent resident in the UK?

Patient: Yes. I've been here for five months now.

Receptionist: And is this the first time you've registered with a doctor?

Patient: No. I registered with a doctor when I first came to the UK. Now I want to change my doctor.

Receptionist: Fine. Could you complete this form for me, please?

Patient: Yes. Shall I fill it in now?

Receptionist: Yes, please ...