

# CROSS KEYS SURGERY

## HOW TO BE SEEN AS A TEMPORARY PATIENT OR AS AN 'IMMEDIATE & NECESSARY' PATIENT

**This leaflet will explain:**

**The system for being seen as a temporary resident or as an 'immediate & necessary' patient**

**Why we have this system**

**How it will help you**

### **The System**

If you become unwell while you are visiting the area (eg: if you are staying with someone who resides within the surgery's catchment area for more than 24hrs) and need to be seen by a clinician before you return home, you can be seen as a 'temporary patient'. Anyone who doesn't normally reside in our catchment area, but who needs to see a Doctor, Should in the first instance, contact their own GP practice to see whether they can assist over the phone or call 111. Patients advised to see a local GP can then be seen as temporary patient.

Visitors from EEA countries providing they have an EHIC card can be seen as a temporary patient.

Visitors from countries outside the EEA can also register as a temporary patient, but will have to pay a private consultation fee, however this may be refunded if the Doctor feels that the treatment was clinically urgent (immediately necessary).

Qualification for free NHS health care is dependent on residency and not nationality.

As a temporary patient you will need to complete a form that is available from reception. Once you have had your consultation, the form and details of the consultation are returned to the Health Authority so that they can be forwarded to your usual GP. This can be a lengthy process, so if there has been a change to your medication or there is information in the consultation that you feel your usual GP needs as soon as possible, please ask for a printout of the consultation which you can then take to your usual GP when you are back at home.

If you are a student and have registered with a surgery near your university for the duration of your studies, you will also need to register as a 'temporary patient' if you require medication or an appointment here during holidays, even though you were previously a permanent patient. This is because patients cannot be registered at more than one practice.

If you are not within our catchment area and need to be seen as an emergency you will be registered on an 'immediate and necessary' basis. You will need to fill out a temporary

form, which is available from the reception desk. Such appointments are intended to be a one-off; for any follow-up appointments please contact the surgery at which you are registered permanently.

For temporary and 'immediate and necessary' appointments, the receptionist will ask you the nature of your illness in order to allocate the appropriate clinician for your needs.

If you have run out of repeat medication you can contact your normal surgery and ask them to send a prescription EPS (electronic way to send you prescription to a local Pharmacy).

### **Why we have the system**

To provide medical assistance to those who become unwell whilst away from home. The practice will do this in accordance with Department of Health rules regarding patient registration and residency.

### **How it will help you**

It will help you to obtain the relevant medical care if you are away from home which is documented and sent to your registered GP for inclusion on your medical record.